

STREAMLINED OPERATIONS AND IMPROVED OUTCOMES FOR A NORTH AMERICAN INSURANCE CARRIER

Region:

North America

Client:

North American Insurance Carrier

Project or Retainer Name:

Streamlined Operations and Improved Outcomes for a North American Insurance Carrier

GB Services:

- Financial assessment and management
- Customized operating model
- Employee rebadging
- Implementation and transition

“**The operations and account management team facilitated by Gallagher Bassett has evolved over the years but the processes established early on that centered on the execution of best practices, quality, compliance and innovation have stood the test of time.**”

North American Property and Casualty Carrier

A North American Carrier's fixed costs were deemed excessive by the company's leadership team. The key driver was that staff salaries and capabilities were not truly aligned with the work being done at the desk level and, in some cases, senior adjusters were completing tasks better suited to more junior employees.

Gallagher Bassett was engaged to implement an exposure-based staffing model that aligned the appropriate claim handler with the relevant files, measured by complexity and requisite expertise level.

Our Approach:

From the outset, Gallagher Bassett assessed the financial status of the operating model and identified opportunities for efficiency gains.

An exposure-based staffing model was implemented which improved internal operating metrics, bolstered team moral and greatly improved the health of the program.

Results/outcomes achieved:

Thanks to Gallagher Bassett's strategic recommendations, our client experienced a more efficient cost structure and improved outcome metrics.

Gallagher Bassett also established a dedicated team that enabled a sense of ownership and rebadged a select number of the client's existing adjusting team to oversee the transition thereby limiting service disruptions.